

BOCU I call performance 2007/2008

The MPS is aspiring to respond to at least 75% of I calls within 12 minutes in 2008/09. Overall MPS I call performance has improved from an average of 17.49 minutes in 2007 to 14.55 minutes current planning year to date, with a current average of 75.3% of calls being responded to within 15 minutes.

All BOCUs are required to deliver sustained improvements on their average response times for I calls whilst responding safely to all calls. Variances in average times are directly affected by a number of factors, including geography, demography, traffic conditions, the time taken to elicit location and other relevant information from callers, and seasonal demand variations within boroughs. It is also acknowledged that large business change programmes such as the introduction of the new Command and Control systems introduced by C3i can initially have an adverse impact upon performance. It can be seen, however, from the figures below that the MPS has made notable gains in delivering performance improvements in a short space of time.

	Average for 2007	Current Planning Year to Date
CCC Bow BOCUs		
Camden (EK)	14.07	11.51
Hackney (GD)	15.48	15.25
Tower Hamlets (HT)	19.33	15.29
Waltham Forest (JC)	17.30	15.02
Redbridge (JI)	12.08	11.19
Havering (KD)	17.53	16.46
Newham (KF)	13.40	11.05
Barking & Dagenham (KG)	19.21	13.24
Islington (NI)	17.16	14.50
Enfield (YE)	26.23	17.10
Haringey (YR)	21.20	17.56

	Average for 2007	Current Planning Year to Date
CCC Hendon BOCUs		
Westminster	11.19	11.04
Kensington & Chelsea (BS)	11.17	10.49
Hammersmith & Fulham (FH)	15.36	13.23
Harrow (QA)	15.04	14.31
Brent (QK)	19.21	14.55
Barnet (SX)	20.25	17.50
Hounslow (TX)	24.41	22.24
Ealing (XB)	18.20	14.03
Hillingdon (XH)	26.14	20.34

	Average for 2007	Current Planning Year to Date
CCC Lambeth BOCUs		
Lambeth (LX)	13.56	13.34
Southwark (MD)	16.13	17.24
Lewisham (PL)	13.00	12.17
Bromley (PY)	23.34	16.55
Greenwich (RG)	20.46	20.12
Bexley (RY)	18.39	13.00
Richmond-upon-Thames (TW)	13.38	13.05
Kingston (VK)	15.03	15.56
Merton (VW)	14.11	19.44
Wandsworth (WW)	22.20	14.49
Croydon (ZD)	23.07	11.35
Sutton (ZT)	18.55	17.25

MPS Overall	17.49	14.55
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Current MPS I call performance

Response within 15 minutes 75.3%

Response within 12 minutes 63.2%